GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:1671
ANSWERED ON:13.03.2002
SHIFTING OF TELEPHONE CONNECTION
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Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether Government have issued any instructions specifying the period within which a telephone should be shifted from one place to the other within the same exchange area;

(b) if so, the details thereof;

(c) whether any study has been made to know how far these instructions are being followed by the concerned authorities;

(d) if so, the number of cases as on date, where shifting of telephones within the same exchange are pending over and above the prescribed time limit; and

(e) the action taken by the Government in this regard?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI SIKDAR)

(a) & (b): Sir, Quality of Service parameters are laid down and monitored by Telecom Regulatory Authority of India (TRAI) in terms of TRAI Act, 1997 as amended vide TRAI (Amendment) Act, 2000. The instructions specifying the period within which a telephone should be shifted from one place to other has been issued vide TRAI regulation (No. 2 of 2000) on Quality of Service (QoS) of Basic and Cellular Mobile Service, 2000 dated 5th July, 2000. Asper the regulation, the parameter presently applicable is `95% of requests for shift to be completed within 5 days`.

(c) TRAI has engaged M/s. Indian Market Research Bureau (IMRB) to monitor the QOS parameters (including shifting of telephone) o sample basis.

(d) As per information provided by Mahanagar Telephone Nigam Ltd. (MTNL), the number of cases pending beyond 7 days due to non-availability of cable pairs (technically non-feasible cases) and subscriber reasons are as below:-

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Delhi  -  271
Mumbai  - 3065
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The information on number of cases relating to Bharat Sanchar Nigam Ltd. (BSNL) as on date where shifting of telephones within the same exchange area are pending over and above prescribed time limit is being collected and shall be laid on the Table of the House.

(e) The Quality of Service parameters including execution of requests for shifting of telephones are monitored by TRAI in terms of TRAI Act, 1997 and TRAI (Amendment) Act, 2000.